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ABSTRACT

This document presents the results, in tabular form, of the employee satisfaction survey of 13 selected departments and divisions at Horry-Georgetown College (SC), conducted in the spring of 1999. One hundred and fourteen employees participated in an online survey containing questions based upon their level of satisfaction with services, resources, and personnel of the individual departments. The majority of faculty who completed the survey were full-time (78%), white (83%), and female (54%). The results were compiled into a general report while individual summaries were also distributed to each department. The report follows the instrument survey format. Overall, the majority of employees reported being either "very satisfied," or "satisfied" with the institutions' policies, personnel, library resources and overall services. Among the results are: (1) the library/learning resources center holdings were rated satisfactory by 58% of respondents; (2) accessibility to the college via telephone was rated satisfactory by 90% of respondents; (3) security on campus was rated unsatisfactory by 54% of respondents; and (4) quality of food on campus was rated satisfactory by 42% of respondents. (AF)

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Horry-Georgetown Technical College

Employee Satisfaction Survey

Report

Spring 1999

TC 000128

Conducted by: The Office of Institutional Research

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HORRY-GEORGETOWN TECHNICAL COLLEGE

EMPLOYEE SATISFACTION SURVEY REPORT
SPRING 1999

INTRODUCTION/METHODOLOGY

Selected departments and divisions at Horry-Georgetown Technical College (HGTC) undertake periodic review of the services it provides for employees and the institution. During the Spring 1999 term, an on-line survey was conducted in which employees were asked to respond to questions concerning their satisfaction with 13 selected departments. Questions were based upon the level of satisfaction with the services, resources, and personnel of the individual departments. One hundred-fourteen employees took part in the survey. Participants provided the following demographic information:

- 84% worked on the Conway campus.
- 78% were full-time faculty members.
- 83% were White.
- 13% were African American.
- 54% were female.

The results were compiled into a general report and individual summaries were also distributed to each department. The format of the report follows the format of the survey instrument.

DEMOGRAPHICS

CAMPUS

		Frequency	Percent	Valid Percent	Cumulative Percent
	Conway	96	84.2	84.2	84.2
	Grand Strand	13	11.4	11.4	95.6
	Georgetown	5	4.4	4.4	100.0
	Total	114	100.0	100.0	

EMPLOYMENT STATUS

		Frequency	Percent	Valid Percent	Cumulative Percent
	Full-Time faculty	89	78.1	78.1	78.1
	Part-Time faculty	9	7.9	7.9	86.0
	Professional Staff	8	7.0	7.0	93.0
	Administration	5	4.4	4.4	97.4
	Clerical	3	2.6	2.6	100.0
	Total	114	100.0	100.0	

ETHNIC GROUP

		Frequency	Percent	Valid Percent	Cumulative Percent
	White	94	82.5	82.5	82.5
	African	15	13.2	13.2	95.6
	Other	5	4.4	4.4	100.0
	Total	114	100.0	100.0	

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GENDER

		Frequency	Percent	Valid Percent	Cumulative Percent
	Female	62	54.4	54.4	54.4
	Male	52	45.6	45.6	100.0
	Total	114	100.0	100.0	

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HUMAN RESOURCES

Policies:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	30	26.3	26.3	26.3
	Satisfactory	73	64	64	90.3
	Uncertain	4	3.5	3.5	95.6
	Unsatisfactory	6	5.3	5.3	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	46	40.4	40.4	40.4
	Satisfactory	57	50	50	90.4
	Uncertain	4	3.5	3.5	93.9
	Unsatisfactory	5	4.4	4.4	98.3
	Very Unsatisfactory	2	1.8	1.8	100.0
	Total	114	100.0	100.0	

Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	38	33.3	33.3	33.3
	Satisfactory	68	59.6	59.6	92.9
	Uncertain	3	2.6	2.6	95.5
	Unsatisfactory	4	3.5	3.5	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

TELEPHONE SYSTEMS/SWITCHBOARD

Equipment:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	43	37.7	37.7	37.7
	Satisfactory	60	52.6	52.6	90.3
	Uncertain	4	3.5	3.5	93.8
	Unsatisfactory	6	5.3	5.3	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	65	57.0	57.0	57.0
	Satisfactory	42	36.8	36.8	93.9
	Uncertain	3	2.6	2.6	96.5
	Unsatisfactory	3	2.6	2.6	99.1
	Very Unsatisfactory	1	.9	.9	100.0
	Total	114	100.0	100.0	

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Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	42	36.8	36.8	36.8
	Satisfactory	66	57.9	57.9	94.7
	Uncertain	2	1.8	1.8	96.5
	Unsatisfactory	3	2.6	2.6	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

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CAFETERIA

Quality of Food:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Satisfactory	48	42.1	42.1	42.1
	Uncertain	29	25.4	25.4	67.5
	Unsatisfactory	28	24.6	24.6	92.1
	Very Unsatisfactory	9	7.9	7.9	100.0
	Total	114	100.0	100.0	

Facility:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Satisfactory	55	48.2	48.2	48.2
	Uncertain	22	19.3	19.3	67.5
	Unsatisfactory	31	27.2	27.2	94.7
	Very Unsatisfactory	6	5.3	5.3	100.0
	Total	114	100.0	100.0	

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Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	14	12.3	12.3	12.3
	Satisfactory	57	50	50	62.3
	Uncertain	22	19.3	19.3	81.6
	Unsatisfactory	14	12.3	12.3	93.9
	Very Unsatisfactory	7	6.1	6.1	100.0
	Total	114	100.0	100.0	

Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Satisfactory	55	48.2	48.2	48.2
	Uncertain	25	21.9	21.9	70.1
	Unsatisfactory	27	23.7	23.7	93.8
	Very Unsatisfactory	7	6.1	6.1	100.0
	Total	114	100.0	100.0	

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LIBRARY/LEARNING RESOURCES CENTER

Library Staff Assistance/Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	59	51.8	51.8	51.8
	Satisfactory	47	41.2	41.2	93.0
	Uncertain	6	5.3	5.3	98.2
	Unsatisfactory	2	1.8	1.8	100.0
	Total	114	100.0	100.0	

Library Holdings-Books and Magazines:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	6	5.3	5.3	5.3
	Satisfactory	60	52.6	52.6	57.9
	Uncertain	18	15.8	15.8	73.7
	Unsatisfactory	26	22.8	22.8	96.5
	Very Unsatisfactory	4	3.5	3.5	100.0
	Total	114	100.0	100.0	

Electronic Databases and Resources:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	21	18.4	18.4	18.4
	Satisfactory	49	43	43	61.4
	Uncertain	35	30.7	30.7	92.1
	Unsatisfactory	8	7	7	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

Interlibrary Loans:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	17	14.9	14.9	14.9
	Satisfactory	47	41.2	41.2	56.1
	Uncertain	49	43	43	99.1
	Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	

Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	22	19.3	19.3	19.3
	Satisfactory	75	65.8	65.8	85.1
	Uncertain	10	8.8	8.8	93.9
	Unsatisfactory	6	5.3	5.3	99.1
	Very Unsatisfactory	1	.9	.9	100.0
	Total	114	100.0	100.0	

BOOKSTORE

Merchandise:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	12	10.5	10.5	10.5
	Satisfactory	72	63.2	63.2	73.7
	Uncertain	9	7.9	7.9	81.6
	Unsatisfactory	15	13.2	13.2	94.8
	Very Unsatisfactory	6	5.3	5.3	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	42	36.8	36.8	36.8
	Satisfactory	52	45.6	45.6	82.4
	Uncertain	5	4.4	4.4	86.8
	Unsatisfactory	10	8.8	8.8	95.6
	Very Unsatisfactory	5	4.4	4.4	100.0
	Total	114	100.0	100.0	

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SECURITY

Campus Security:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	2	1.8	1.8	1.8
	Satisfactory	37	32.5	32.5	34.3
	Uncertain	14	12.3	12.3	46.6
	Unsatisfactory	28	24.6	24.6	71.2
	Very Unsatisfactory	33	28.9	28.9	100.0
	Total	114	100.0	100.0	

BUILDINGS AND CLASSROOMS

Adequacy of Structure/Equipment:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	3	2.6	2.6	2.6
	Satisfactory	43	37.7	37.7	40.3
	Uncertain	12	10.5	10.5	50.8
	Unsatisfactory	46	40.4	40.4	91.2
	Very Unsatisfactory	10	8.8	8.8	100.0
	Total	114	100.0	100.0	

Cleanliness/Maintenance:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	25	21.9	21.9	21.9
	Satisfactory	65	57	57	78.9
	Uncertain	6	5.3	5.3	84.2
	Unsatisfactory	15	13.2	13.2	97.4
	Very Unsatisfactory	3	2.6	2.6	100.0
	Total	114	100.0	100.0	

CAMPUS GROUNDS

Campus Grounds:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	54	47.4	47.4	47.4
	Satisfactory	50	43.9	43.9	91.3
	Uncertain	3	2.6	2.6	93.9
	Unsatisfactory	4	3.5	3.5	97.4
	Very Unsatisfactory	3	2.6	2.6	100.0
	Total	114	100.0	100.0	

PARKING

Parking:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	13	11.4	11.4	11.4
	Satisfactory	28	24.6	24.6	36.0
	Uncertain	3	2.6	2.6	38.6
	Unsatisfactory	49	43	43	81.6
	Very Unsatisfactory	21	18.4	18.4	100.0
	Total	114	100.0	100.0	

INSTITUTIONAL RESEARCH

Surveys/Reports:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	11	9.6	9.6	9.6
	Satisfactory	48	42.1	42.1	51.7
	Uncertain	38	33.3	33.3	85.0
	Unsatisfactory	13	11.4	11.4	96.4
	Very Unsatisfactory	4	3.5	3.5	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	31	27.2	27.2	27.2
	Satisfactory	47	41.2	41.2	68.4
	Uncertain	26	22.8	22.8	91.2
	Unsatisfactory	9	7.9	7.9	99.1
	Very Unsatisfactory	1	.9	.9	100.0
	Total	114	100.0	100.0	

Overall:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	16	14.0	14.0	14.0
	Satisfactory	50	43.9	43.9	57.9
	Uncertain	32	28.1	28.1	86.0
	Unsatisfactory	14	12.3	12.3	98.3
	Very Unsatisfactory	2	1.8	1.8	100.1
	Total	114	100.0	100.0	

COMPUTER SERVICES DEPARTMENT REPORTS

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	50	43.9	43.9	43.9
	Satisfactory	49	43.0	43.0	86.8
	Uncertain	12	10.5	10.5	97.4
	Unsatisfactory	3	2.6	2.6	100.0
	Total	114	100.0	100.0	

Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	39	34.2	34.2	34.2
	Satisfactory	51	44.7	44.7	78.9
	Uncertain	12	10.5	10.5	89.5
	Unsatisfactory	11	9.6	9.6	99.1
	Very Unsatisfactory	1	.9	.9	100.0
	Total	114	100.0	100.0	

Computer Network Operations:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	24	21.1	21.1	21.1
	Satisfactory	62	54.4	54.4	75.5
	Uncertain	6	5.3	5.3	80.8
	Unsatisfactory	15	13.2	13.2	94.0
	Very Unsatisfactory	7	6.1	6.1	100.0
	Total	114	100.0	100.0	

MARKETING/RECRUITMENT PUBLICATIONS

College Advertising/Publications:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	21	18.4	18.4	18.4
	Satisfactory	66	57.9	57.9	76.3
	Uncertain	12	10.5	10.5	86.8
	Unsatisfactory	10	8.8	8.8	95.6
	Very Unsatisfactory	5	4.4	4.4	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	41	36.0	36.0	36.0
	Satisfactory	57	50.0	50.0	86.0
	Uncertain	9	7.9	7.9	93.9
	Unsatisfactory	4	3.5	3.5	97.4
	Very Unsatisfactory	3	2.6	2.6	100.0
	Total	114	100.0	100.0	

Overall Services:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	28	24.6	24.6	24.6
	Satisfactory	62	54.4	54.4	79.0
	Uncertain	15	13.2	13.2	92.1
	Unsatisfactory	5	4.4	4.4	96.5
	Very Unsatisfactory	4	3.5	3.5	100.0
	Total	114	100.0	100.0	

PRINTING SERVICES

Equipment:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	18	15.8	15.8	15.8
	Satisfactory	55	48.2	48.2	64
	Uncertain	3	2.6	2.6	66.6
	Unsatisfactory	32	28.1	28.1	94.7
	Very Unsatisfactory	6	5.3	5.3	100.0
	Total	114	100.0	100.0	

Personnel:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	50	43.9	43.9	43.9
	Satisfactory	58	50.9	50.9	94.8
	Uncertain	3	2.6	2.6	97.4
	Unsatisfactory	2	1.8	1.8	99.1
	Very Unsatisfactory	1	.9	.9	100.0
	Total	114	100.0	100.0	

Availability of Copy/Xeroxmachines:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	16	14.0	14.0	14.0
	Satisfactory	38	33.3	33.3	47.3
	Uncertain	7	6.1	6.1	53.4
	Unsatisfactory	37	32.5	32.5	85.9
	Very Unsatisfactory	16	14.0	14.0	100.0
	Total	114	100.0	100.0	

Overall Service:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Satisfactory	27	23.7	23.7	23.7
	Satisfactory	72	63.2	63.2	86.9
	Uncertain	3	2.6	2.6	89.5
	Unsatisfactory	11	9.6	9.6	99.1
	Very Unsatisfactory	1	0.9	0.9	100.0
	Total	114	100.0	100.0	